



2008 VCE VET Business Administration GA 2: Written examination

GENERAL COMMENTS

Students generally performed well on the 2008 VCE VET Business Administration examination. It was based on a case study and consisted of a range of practical questions requiring short answers.

Students need to be reminded to read questions thoroughly before responding as their responses should demonstrate their ability to read, comprehend and articulate their answers. Jargon and slang are not acceptable in business communication or in this examination.

The following approaches were used in allocating marks:

- if a question asked for a number of examples or reasons to be given and a student gave more than was required and no answers had been crossed out, only the required number of answers were considered. For example, if three responses were required and five responses were given, only the first three responses were assessed
- if contradictory answers were given, marks were not awarded
- responses that did not address the subject of the question were not given any marks.

Students, teachers and trainers should also take note of the following information.

- Students are requested to clearly indicate on the exam paper beside the question if they are continuing their response(s) on the back page of the examination book or in a supplementary script book.
- Student responses should be brief and to the point. The space provided and the marks allocated should be used as a guide to the length of the answer required.
- The question should not be repeated in the answer.

SPECIFIC INFORMATION

For each question, an outline answer (or answers) is provided. In some cases the answer given is not the only answer that could have been awarded marks.

BSBCMN302A – Organise personal work priorities and development

Question 1

Marks	0	1	Average
%	14	86	0.9

One of:

- more important
- urgent
- ordering of tasks/rank order
- order of importance.

Students responded well to this question.

Question 2a.

Marks	0	1	2	3	4	Average
%	4	4	23	17	53	3.1

- Greet the customer, by gesture or word, and ask them to wait.
- Answer the phone, ask the caller to hold.
- Ask the customer to wait.
- Return to the phone. If you are able to handle the query immediately, do so. Otherwise take the caller’s number and return their call.
- Return to the customer and complete business.

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Question 2b.

Marks	0	1	2	Average
%	18	31	51	1.3

Both the sales representative and the telephone call need to be acknowledged, face to face is the most immediate and a ringing phone must be answered within three rings (promptly).

Most students responded well to this question.

Question 3

Marks	0	1	2	Average
%	16	57	27	1.1

Two of:

- communication
- organisational skills/time management
- negotiation
- problem solving
- word processing and technical skills (use of office equipment).

The majority of students were able to correctly identify one skill. However, many students provided 'organisational skills' and 'time management' skills as two separate answers, when time management is part of organisational skills.

Question 4a–b.

Marks	0	1	2	3	4	Average
%	12	8	32	17	32	2.5

Question 4a.

Two of:

- listening skills
- the ability to paraphrase
- empathy
- being well presented (appearance)
- being friendly and open and able to speak with people
- body language
- honesty
- reliability
- being a team player.

Question 4b.

Two of:

- to project the appropriate business image
- to make clients feel comfortable and important
- to get work done
- productivity/efficiency
- build good relations/networking
- avoid misunderstandings.

Average responses were received from students. Students are reminded that body language is part of communication, not a separate skill.

BSBCMN305A – Organise workplace information

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Question 5a–b.

Marks	0	1	2	3	4	Average
%	6	11	24	32	26	2.6

Question 5a.

Both of:

- process: formal performance appraisal, informal discussion
- method: verbally, email.

This question was well done.

Question 5b.

Two of:

- to give you goals to aim for
- to improve your skills
- to help those coaching, training, mentoring to improve your performance
- identify the training that is needed
- identify areas of improvement/weaknesses.

Students' responses to this question were disappointing. Most students did not relate their answer to the 'ways' in which feedback could be used to improve performance.

Question 6

Marks	0	1	2	3	Average
%	2	7	36	55	2.5

Three of:

- White Pages/Yellow Pages (hard copy/Internet)
- internal database
- client directories
- directory assistance (telephone)
- Internet
- ask a colleague
- application forms/sign-up forms
- customer/business documents.

Students responded well to this question.

Question 7

Marks	0	1	2	3	4	Average
%	53	9	14	6	18	1.3

Primary source

- Primary: original source/raw data; we create the knowledge ourselves by collecting our own data analysing it and then putting it in usable format
- Primary: surveys, focus groups, questionnaire, user manual

Secondary source

- Secondary: copying from another source such as books, magazines, journals, textbooks, websites, user manual
- Secondary: quoted by another source, not the originator

Very few students were able to distinguish between primary and secondary sources. Some students confused a primary source with the primary key in a database.

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Question 8

Marks	0	1	2	3	Average
%	35	26	22	18	1.2

Two of:

- purpose: used to input, record and locate data
- method: electronic; manual
- photo albums
- bookshelves for technical books
- filing cabinets
- diaries
- computer-based information systems such as the Internet, iPhone and BlackBerry.

This question was poorly answered as it appeared that many students did not know the meaning of 'information systems'.

BSBCMN207A – Prepare and process financial business documents

Question 9

Marks	0	1	Average
%	38	62	0.6

The reimbursement cheque or the cash reimbursement cheque

This question was well answered by most students.

Question 10a.

Marks	0	1	2	3	4	Average
%	52	11	17	9	10	1.2

	Meaning	Use
c/f or c/d	Carried forward, carried down	The amount remaining after the petty cash page has been totalled
b/f or b/d	Brought forward, brought down	When the balance amount is transferred (taken) over to the receipts column/page

The responses to this question were disappointing. Few students were able to identify the meaning and the use. From the responses it appeared that students were guessing.

Question 10b–c.

Marks	0	1	2	3	Average
%	14	21	28	38	1.9

Question 10b.

- Petty cash voucher: gives details of one specific business expense and reason for that expense.
- Petty cash book: is a record of the business purchases over a given time.

Question 10c.

Sundries are items not covered under the column headings: one-off, infrequent, miscellaneous

Students who knew the petty cash system answered well.

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Question 11a.

Marks	0	1	2	3	4	5	6	7	8	Average
%	2	1	0	0	3	5	9	19	61	7.1

**Easy-As ABC Computers
Petty Cash Book**

Date	Reference	Particulars	Receipts	Payments	GST	Stationery	Travel	Postage	Staff amenities	Sundries
Oct 1	Chq No. 547	Advance	300.00							
Oct 5		Flowers for guest speaker		32.50					32.50	
Oct 12		Envelopes		19.60		19.60				
Oct 15		Parcel to Sydney		15.00			15.00			
Oct 17		Tea and coffee supplies		16.30					16.30	
Oct 18		Taxi Susan Smith		27.50			27.50			
Oct 20		100 x 50c stamps		25.00				25.00		
		Cash on hand d/c		140.90		19.60	42.50	40.00	48.80	
				159.10						
			300.00							
				300.00						
		Cash on hand d/b		39.10						
		Reimbursement cheque	169.90							

This question gave students the opportunity to achieve eight marks as there were more than eight possible answers, however, many students did not achieve full marks. Students were asked to circle the errors but many did not follow this instruction, choosing to use highlighters instead. Students must read questions carefully and follow instructions.

Question 11b.

Marks	0	1	2	3	4	5	6	7	8	Average
%	19	15	14	11	12	10	9	8	4	3.1

Date	Reference	Particulars	Receipts	Payments	GST	Stationery	Travel	Postage	Staff amenities	Sundries
Oct 1	Chq. 547	Advance	200.00							
5		Envelopes		19.60	1.78	17.82				29.55
12		Flowers for guest speaker		32.50	2.95					
15		Parcel		15.00	1.36			13.64		
17		Tea and coffee		16.30	1.48				14.82	
18		Taxi		27.50	2.50		25.00			
20		100 x 50c stamps		50.00	4.54			45.46		
				160.90	14.61	17.82	25.00	59.10	14.82	29.55
		Cash on hand c/d		39.10						
			200.00	200.00						
		Cash on hand b/d	39.10							
		Reimbursement	169.10							

Student responses to this question were disappointing, particularly as the GST column was provided and few students used it. Students who knew the petty cash system achieved the full eight marks.

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Question 12a.

Marks	0	1	2	3	4	Average
%	9	8	16	36	31	2.7

Four of:

- Internet banking
- cheque
- credit card
- direct deposit
- scheduled payments
- BPay
- direct debit
- cash
- debit card/EFTPOS.

Most students were able to answer this question satisfactorily.

Question 12b–c.

Marks	0	1	2	3	Average
%	4	27	42	26	1.9

Question 12b.

To verify that all the details are correct and agree. For example, the amount in words and figures must agree because they would not be accepted by the bank, and the totals must balance.

Most students answered this question well.

Question 12ci.

Electronic Funds Transfer Point of Sale

Students did not respond well with few able to explain the full term. Some students provided Electronic Funds Transfer as the answer.

Question 12cii.

To pay for goods and services, to withdraw cash, to pay bills

This question was well answered.

Question 13a–b.

Marks	0	1	2	3	4	5	Average
%	18	18	21	20	12	10	2.2

Question 13ai.

Purchase requisition: an internal document which gives details of the purchase to be made, request to make an order, internal request to make an order

Purchase order: is the document sent to the supplier which gives details of the purchase as well as the cost and delivery instructions

Question 13aii.

Delivery docket: sent with the goods showing details of the order but does not have to show prices, list of products/items sent

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Invoice: details of the goods supplied showing costs and terms of payment, the account/bill

Question 13b.

Adjustment/Credit Note

Generally, this question was not well answered. Few students were able to differentiate between a purchase requisition and a purchase order. Invoices were often confused with receipts.

Question 14a.

Marks	0	1	2	3	4	5	Average
%	20	17	21	18	15	10	2.2

Five of:

- the ABN is missing
- the purchaser's address is incorrect
- the place of delivery is incorrect
- date of invoice is missing, incorrect dates
- incorrect quantity
- incorrect unit price
- incorrect total price
- incorrect description
- GST is not shown/included
- errors on bank deposit slip, cheque, petty cash vouchers
- cheques not signed.

Question 14b.

Marks	0	1	2	3	4	5	6	Average
%	33	3	24	3	18	1	17	2.4

Three of:

- accurate records cannot be kept
- ABN: is the business genuine, is it a registered business?
- the purchaser's address is incorrect: may not receive goods, there may be delays
- the place of delivery is incorrect: may not receive goods, there may be delays
- date of invoice is missing: payments due by certain date, queries on returns, if the goods have not been received then it is harder to track
- incorrect quantity: unhappy customer, delays through following up
- incorrect unit price: incorrect costing
- incorrect total price: incorrect costing
- GST is not shown/included: must be shown as it is a legal requirement
- bank deposit slips: not accepted by the bank, delays in transactions
- cheques: not accepted by the bank, delays in transactions
- petty cash vouchers: incorrect information leads to incorrect recording.

Many students answered in terms of what to do with a cheque. Often vague responses were given which did not relate to financial documents.

BSBADM305A – Create and use database

Question 15a-b.

Marks	0	1	2	Average
%	20	50	30	1.1

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Question 15a.

Reference number

Question 15b.

Text

Question 15c–d.

Marks	0	1	2	3	Average
%	13	31	38	18	1.6

Question 15c.

customerinfo

Question 15d.

Two of:

- helps to speed up operations such as queries
- fields are indexed, displayed in primary key order
- you cannot duplicate data in the primary key, helping to eliminate errors
- easier to find information and quicker
- unique.

Poor responses were received, indicating a general lack of knowledge of the purpose of a primary key.

Question 15e–g.

Marks	0	1	2	3	4	5	Average
%	10	19	24	26	15	7	2.4

Question 15e.

Two of:

- allows you to effectively maintain records
- saves money/time
- cost efficient
- up-to-date information
- add/delete to update the system.

Question 15f.

Two of:

- formal way of presenting data, able to select a variety of formats
- customise the layout of the data for printing
- generate specific information to print reports.

Question 15g.

Queries, filter

Poor responses were received to Question 15e. and 15f. Question 15g. was well done.

BSBCMN306A – Produce Business Documents

Question 16

Marks	0	1	Average
%	31	69	0.7

Agenda

Most students answered this question correctly.

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Question 17a.

Marks	0	1	2	3	Average
%	8	11	14	68	2.4

To check the typed information (completed product) against the original document accurately, by ruler/finger/cross-checking with another person (this is a physical process)

Question 17b.

Marks	0	1	2	3	Average
%	3	9	31	58	2.5

Three of:

- grammar
- punctuation
- spelling
- omissions and additions
- paragraphed appropriately
- layout/fonts
- formatting
- content.

Many students answered this question appropriately.

Question 18a.

Marks	0	1	2	3	4	5	6	7	8	9	Average
%	0	0	0	1	1	2	4	10	22	60	8.2

Nine of:

- Mrs/Ms
- WE (We)
- assure (assure)
- disappointing (disappointing)
- dissatisfied (dissatisfied)
- correct (correct)
- no (know)
- wear (were)
- instructions (instructions)
- received (received)
- sincerely (sincerely)
- Manger (Manager)
- laptop (laptop)
- description (description).

Students responded well to this question. However, several students thought that the word 'rectify' was spelt incorrectly.

Question 18b.

Marks	0	1	2	3	4	Average
%	52	17	21	7	3	0.9

Date (1 mark) and closing (1 mark) and reference line (1 mark) should be left-aligned; no comma after Smith (1 mark), no comma after sincerely (1 mark), punctuation (2 marks), left-aligned (2 marks)

This question was not well answered. Few students were able to list changes needed to present the letter in fully blocked style and punctuation was rarely mentioned.

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Question 19

Marks	0	1	2	Average
%	51	15	34	0.9

Main document and data source

This question was not well answered, indicating a lack of understanding of the mail merge process.

Question 20a–c.

Marks	0	1	2	3	4	5	Average
%	35	23	19	15	5	4	1.4

Question 20a.

For internal communication only, inter-office

Question 20bi.

Copy circulated (circulated copy), carbon copy

Question 20bii.

To advise somebody other than the addressee that a copy of the information has been sent to them. It also advises the addressee that someone else is receiving a copy of the information.

Question 20c.

A business letter is a formal external communication which needs a signature to formalise the process for external clients. A memorandum is an internal communication.

Students were unable to explain the difference between a letter and a memorandum. It appeared that some students were guessing answers.

Question 21

Marks	0	1	2	3	4	5	Average
%	3	8	17	29	27	16	3.2

Five of:

- adjust chair height and backrest, adjust monitor, use footrest
- do not rest wrists on the desk, keep wrists elevated from keypad
- keep arms bent at a 45 degree angle to the body, take regular rest breaks, alternate tasks
- exercise
- document holders
- ergonomic furniture/desks
- desk organised so that material is easy to reach/access

This question was generally well answered.